# SSD SUPPORT SOLUTIONS

## bizhub C220 - ALL ACTIVE SOLUTIONS

## March 2010

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**Solution ID** TAUS0902728EN* **Solution Usage**

**Description**

The sub-hopper unit is binding causing the retaining clip on the drive gear to come off and no toner is added to the developer unit. The unit will also create noise as it is binding.

**Solution**

CAUSE: The rear sub-hopper auger bushing (p/n 4163 5102 01) is not mounted properly.

SOLUTION: Mount the rear bushing(p/n 4163 5102 01) first into the rear slot on the sub-hopper. Once the rear bushing is in the proper position, mount the front bushing(p/n AOED 4012 00). This will ensure both bushings are mounted properly and prevent the sub-hopper from binding.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

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**Solution ID** TAUS0902745EN* **Solution Usage** 2

**Description**

Paper is exiting skewed; not stacking properly.

**Solution**

CAUSE: Neutralizing brushis tearing from Cover Output (see attachedphoto). This willaffect the alignment of paperexiting at the Output tray.

SOLUTION: Remove the Cover Output (p/n A0ED 8901 00) andtry to reposition the brush. If unable to do so, replace the Neutralizing brush (p/n A02E 8907 00).

Notes :

1. Edge of the Neutralizing brush has been secured by conductive tape beginning with the following serial number cut-in.

bizhub C220 A0ED013000641

bizhub C280 A0ED012001383

bizhub C360 A0ED011001915

2.Conductive tape will be included as a spare part (p/n 4036 3075 00).

3. Please refer to attached procedure for how to install the tape and the Parts Manual pages for parts location. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS1000160EN* **Solution Usage** 3

**Description**

When printing multiple print jobs, jobs will back up in the machines queue causing the machine to print slow or lock up.

**Solution**

When the machine is printing multiple print jobs, the machine will cycle between print jobs. This causes the machine to slow down and if the queue fills up enough, it could lock up the machine.

The reason the machine cycles between print jobs is because the machine is checking which printer language (PCL or PS) the next print job is using. To stop this from happening, you have to tell the machine which PDL to use.To accomplish this, please perform the following:

1. Utility
2. User Settings
3. Printer Settings
4. Basic Settings
5. PDL Settings
6. Choose PS or PCL, depending on what driver is being used.

For the Bizhub 200/250/350/222/282/362 follow these steps.

1. Utility
2. Printer Settings
3. PDL Set

Note: All computers that are printing to this machine will have to use the same printerlanguage as what the machine has defaulted to (PCL or PS).

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

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**Solution ID** TAUS0808034EN* **Solution Usage** 1

**Description**

How to create a Group One-Touch.

**Solution**

Follow this procedure to set up a Group One-Touch.
1. Press the Utility/Counter button.
2. Select Administrator Settings.
3. Enter the password: 12345678; then press OK.
4. Select One-Touch/User Box Registration.
5. Select Create One-Touch Destination.
6. Select Group.
7. Select New.
8. Enter the Registation Namefor the Address Book (up to 24 charteres).
9. Select Group.
10. Select a destination type.
11. Select the destination(s) to be registered in the group.

For further information refer to the attached file.
Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Marge McLea, QC/SSD and Ron Reed, SME/SSD

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**Solution ID** TAUS0902662EN* **Solution Usage** 1

**Description**

Need TWAIN support (eCopy) and Vendor 2 support (external counter).

**Solution**

Firmware is available that supportsTWAIN scanningand Vendor 2 support.

Models C452, C552, C652: use firmware version A0P00Y0-F000-GC5-57.exe
Models C220, C280, C360: use firmware version A0ED0Y0-F000-GC5-57.exe

Note:The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE, SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

**Solution ID** TAUS0902929EN* **Solution Usage** 1

**Description**

Why can't the machineimport into Pagescope Data Administrator?

**Solution**

In order to import into pagescope data administrator, check and adjust your settings on the MFP so that SNMP v3 is disabled.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

**Solution ID** TAUS0902890EN* **Solution Usage** 0

**Description**

When upgrading to version 54 or version 57 firmware, a fax number of more than one digit cannot be entered into the main Rightfax® Connector screen.

**Solution**

CAUSE: Firmware update required.

SOLUTION: Upgrade the MFP to attached firmware version GC1-59 or later. The latest version firmware or system software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : Please refer to attached Release Notes prior to installing the firmware. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS

**Solution ID** TAUS1000260EN* **Solution Usage** 0

**Description**

If the default scan/fax settings are changed to a file format other than PDF, the file will be transferred as PDF.
Reproduction Procedure
1. Utility/Counter ? Administrator settings ? Fax settings ? Function Settings ? Forward TX Setting ? Yes ? specify a Forward Dest.
2. Send a fax from one MFP to another MFP.
3. Confirm the data of the forwarding destination after receiving.

**Solution**

CAUSE: Settings must be reconfigured.

SOLUTION:By performing the following settings, you can transfer the Forward TX setting in TIF format.
Note : When using the Forward TX setting, the file format is PDF or TIF.
1. Software Switch Setting No.: 28
HEX: 08
2.Default Scan/Fax Settings: Current Setting

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Software Switch Setting 28

Default Scan / Fax Settings

Current Setting

Factory Default

HEX 00

PDF

PDF

HEX 08

TIFF

PDF
Note :You can not transfer data in TIF format with only Software Switch settings.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS0903047EN* **Solution Usage**

**Description**

When performing the Scanable PDF OCR function, if more than one document is scanned into the machine will indicate "Please wait" for 5-30 seconds.

**Solution**

Cause:

The Machine is set for quality OCR setting.

Solution:
Change the OCR setting as follows:

Please try the following:

Touch the utility key.
Touch user settings.
Touch scan/Fax settings.
Select the down arrow key to bring up the second screen.
Select the OCR setting
Select Speed.

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

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**Solution ID** TAUS1000168EN* **Solution Usage**

**Description**

When printing from Unix/Linux using the Konica Minolta CUPS/Open Office PPD, the 2nd and subsequent pages are rotated180 degrees.

**Solution**

CAUSE:This is caused by a firmware bug.

SOLUTION:New MFP firmware version GC9-59 is available to correct this issue.

System code, firmware, and drivers are available for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.

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3. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.

Refer to the attached PDF documents for further information on this firmware release.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Tony Pizzoferrato, ESS

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**Solution ID** TAUS1000179EN* **Solution Usage**

**Description**

Installed certificate, no access to Administrator mode.

**Solution**

CAUSE: For whatever reason, the certificate is corrupted.

SOLUTION: To regain access to the MFP, use this procedure:
1. From the operation panel, enter Administrator mode.
2. Select Security Setting -> Security Details.
3. Page down to Initialize, select Network Settings; then press OK.
4. Recycle the MFP when complete. This will remove the certificate from the MFP and allow access to the MFP Administrator mode via a web browser.

If, when using the panel to turn off the SSL settings, the controls are not available then the protocol links are no longer valid and need to be rebuilt. This is because the links are pointing to the old certificate which is no longer installed on the MFP. Use the following procedure to create a new certificate and reorient the links to point them to the new certificate, making them valid and available.
1. Browse into the MFP using a web browser and enter Administrator mode.
2. Select Security -> PKI Setting and click the Display button.
3. Click the New Registration button.
4. Select Create and install a self-signed certificate.
5. Complete the form with the appropriate information and click the OK button. You should see a message "Certificate is being created" and then another message "Certificate has been created and installed. SSL/TLS can be used".
6. Click the OK button.

To overwrite the protocol links, use this procedure:
1. Select the Protocol Setting selection from the column on the left. A list of protocols is displayed.
2. Select the protocols that were previously linked to the old certificate. If this is unknown, the best practice is to select the TCP Socket and OpenAPI protocols.
3. For each protocol that does not have SSL control via the panel, click the Create button beside that protocol. A message is displayed to connect each protocol to the certificate.
4. Click OK. When complete, you will see an asterisk(*) beside each protocol enabled to use that certificate.
5. When complete, recycle the MFP.

You should now have access to the SSL settings for those protocols via the operation panel. You can then disable the SSL settings as desired, then remove the certificate, then install a new non-corrupt certificate.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS

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**Solution ID** TAUS1000263EN* **Solution Usage**

**Description**

How toauthenticate to an MFP using username (e.g., user1) to Novell Netware LDAP server.

**Solution**

CAUSE: Current firmware does not support Contextless login via Novell Netware LDAP.

SOLUTION: Use special firmware to enable this functionality. The procedure for configuring the settings is attached.
When setting up configuration, note the location of the LDAP configuration setting button. You must use the fourth button to set up the function, or it will not work.
This connection uses simple passwords (a Novell requirement). The customer must be made aware that simple passwords are required for access to the eDirectory via LDAP.

The firmware can be obtained from:
ftp://special:12345@onyxftp.mykonicaminolta.com/contextless

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Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

**Solution ID** TAUS1000346EN* **Solution Usage**

**Description**

Thevalue of "Upper limit for signal transmission level setting" is not changed withAddress parameter 130068.

Reproduction Procedure

1.Service mode? FAX setting? Function parameter ? Address:130068 is set to "0x08" (-8dBm).
2.Service mode? FAX setting? Modem/NIC? TxATT ? Confirm "Upper limit for signal transmission level".
Result: The value of "Upper limit for signal transmission level " is -10dBm.

**Solution**

CAUSE: Firmware anomaly (version G00-59).

SOLUTION: The "Upper limit for signal transmission level" can be changed at address 130069. When you change the value of "Upper limit for signal transmission level setting" please change address to 130069. The attached page from the FK-502 Service manualversion 9.0reflects this information.To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS0900951EN* **Solution Usage** 2

**Description**

Alternating magenta and yellow or cyan and red lines in the front-to-rear direction.This usually occurs during machine setup.

**Solution**

CAUSE: Improper setup procedure.

SOLUTION: Please perform the following in the order listed:
1. Touch Panel adjustment.
2. Gradation adjustment.
3. Date/Time Setting (Service Mode then Administrator Mode).
4. Install date.
5. Serial number input.
6. Unit change setting.
7. List output.

Please refer to attached Installation Manuals for details of these adjustments. The information is also included in the MFP Service Manuals.
CAUTION : The original bizhub C652/C552 InstallationManualis incorrect. Please see attached updated manual.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD; Bill Hall, Workgroup/SSDand KMBT (Japan)

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**Solution ID** TAUS0903058EN* **Solution Usage**

**Description**

At machineinstallation, scratches mayoccur at the Drum Unitwhen sliding the Drum Unit in or out.

**Solution**

CAUSE: Packing materials not removed.

SOLUTION: DO NOTinsert or removethe drum unit when the protective packing materials are still under the Developing Unit. Please follow the procedurein the Installation Manual. The protective tapeon the Drum Unit (K) must be removed after removing the protective materials located under Developing Unit.
After installation, when addingthe protective packing materials for transporting the machine, please pay attention to follow the reverseprocedure.
Note : See attached documentation. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS1000143EN* **Solution Usage**

**Description**

Shaky image pattern on copies, internal test patterns and prints inall colors andall trays and paper sizes.

**Solution**

CAUSE: Write Unit has failed.

SOLUTION:

Replace write unit (p/n A0ED R708 00) Print Head Assy - Bizhub C360/C280.
Replace write unit(p/n A0ED R709 00) Print Head Assy - Bizhub C220.

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

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**Solution ID** TAUS1000084EN* **Solution Usage**

**Description**

Copy quality problems.When running stabilization the result is no good.

**Solution**

CAUSE: Poorconnection.

SOLUTION:Re-seat the ribbon cablerunningbetweenPJ02 on the MFPB and CN1 on the Printhead Relay Board (PHREYB). Replace the cableif necessary (p/n A0ED N113 00).

Also check the ribbon cable running between PJ03 on the MFPB and CN27 on the PRCB. Replace it if necessary (p/n A0ED N114 00).

Special note: Solution contributed by David McCoy, Komax Business Systems, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

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**Solution ID** TAUS1000253EN* **Solution Usage**

**Description**

When printing grayscale images from Adobe® Acrobat® or Quark©, some striping or banding may occur in the images.

**Solution**

CAUSE: Firmware upgrade is required.

SOLUTION:Please installversion 88 firmwareor higher. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : Please refer to the attached documentfor an image quality sample. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Randall Marquardt, Workgroup/SSD

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**Solution ID** TAUS1000392EN* **Solution Usage**

**Description**

When printingblack text from Microsoft® Wordor similar applicationwith the PostScript driver (Auto Color Setting), it may be printedlighter black (gray).

**Solution**

CAUSE: This is the image processing specification for the bizhub C360 series.KMBT (Japan)isre-examining the image parameter to improve this.

SOLUTION: As a workaround, pleaseutilizeeither of the following methods.

Select"Gray scale" or "Full Color" on the "Select Color" setting.

Enable the "Pure Black" setting in the printer driver.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS0646730EN* **Solution Usage** 19

**Description**
How to change the Administrator password.

**Solution**
To change the Administrator password, perform the following:
1. Enter the Service mode.
2. Press STOP-0-CLEAR to enter the Enhanced security mode.
3. Select Administrator Password.
4. Enter NEW Administrator password.
5. Click on END.
SPECIAL NOTE : Solution contribution by Ed Bellone and Mark D'Attilio, Production Print/SSD

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**Solution ID** TAUS0645779EN* **Solution Usage** 9

**Description**
How toperform a Data Capture (Print Capture)on MFPs when printing using the Emperon controller.

**Solution**
Note : This procedure is used when you are having a printing issue only.
The following must be set up in order to capture the files:
1. Press the utility button and select Administrator Settings.
2. Select Security setting => Security Detail => Print Data Capture must be set to Allow => Administrator Settings => Network Setting => FTP setting, FTP Server must be set to ON.
3. In Tech Rep Mode, select System2 and select Data Capture. Select ON.
4. Send print jobs. When finished, enter Command prompt and run FTP client.
5. Issue OPEN ipaddress command and login as the following user
capture
sysadm
6. Type lcd \ command to set the local directory to root of C: drive.
7. Use the ls command to list the files.
8. Type binary to change the transfer mode to binary.The response should be 200 .
9. Type set to I .
10. Use the get command to retrieve the files (i.e., get c741n.cpt). This will transfer the file tolocalC: drive.
11. After complete enter the bye command.
12. Type exit to quit the command prompt.

To delete the jobs on the HDD,select administrator settings => Security Detail => Restrict.
The function will remove the files from the printer.
Note : Please refer to attached pages from the Field Service Manual/Service Modeconcerning Data Capture. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Jim Behrends and Cesar Jimenez, Production Print/SSD

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**Solution ID** TAUS0901137EN* **Solution Usage** 3

**Description**
In what format does the USB thumb drive have to be to flash firmware or print and scan?

**Solution**
The USB thumb drive should be formatted with FAT32.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD and Mike McCarthy, Production Print/SSD

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**Solution ID** TAUS0603556EN* **Solution Usage** 2

**Description**
Power consumption data.

**Solution**
Please see attachedpower consumption data for warm-up, standby, and running modes.

To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS and Chuck Tripp, Production Print/SSD

**Solution ID** TAUS0902312EN* **Solution Usage** 2

**Description**

How to change the BootUp Screen using the Exclusive Image Making Tool.

**Solution**

Please perform the attached procedure.To viewthe PDF, you may need to download a free copy of Adobe Reader®.

Note : Also attached are the files and software needed do duplicate the procedure. To access the Exclusive Image Making Tool files, WinZip®should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm .The file can either be saved to disk or opened.It is recommended to download the ZIP and open from the local computer to view.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

**Solution ID** TAUS0902480EN* **Solution Usage** 2

**Description**

How to set up Scan to FTP on Microsoft® Windows 2008 Server.

**Solution**

Please see the attached video for the procedure. The video should be played on Microsoft® Windows Media Player version 9 or later. The latest Media Player can be downloaded at: http://www.microsoft.com/windows/windowsmedia/default.mspx .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

**Solution ID** TAUS0902495EN* **Solution Usage** 2

**Description**

Image Unit yield enhancement.

**Solution**

You can increase the overall yield of the cyan, magenta, and yellow Imaging Units by making several adjustments and changing specific settings on your MFP, especially when customers copy or print more in black and white than in color. In addition to increasing your CMY yields, you can also extend the period of time before the IU Life and Replacement indicator appears. Please follow the steps outlined inattached Bulletin Number 6901. IU yield enhancement procedure and settings are addressed in detail.

Note : To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

**Solution ID** TAUS0902787EN* **Solution Usage** 2

**Description**

How to get Bluetooth (PDA/Phone) to sync with the MFP.

**Solution**

SOLUTION:

A.Ifsending to a user box, create the 1 touch public/personal box first then perform the following procedure.
B.Ifprinting directly to the MFP, go straight to the following procedure.

1. Select "User box"
2. Select "System"
3. Select "Mobile/PDA"
4. Select "Use file" (right corner)
5. Select "Save in box" or "print directly"
6. Select box (if applicable).
7. The MFP will give you a pin code which can be entered on the mobile device.

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For more information please see the attached PDF.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

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**Solution ID** TAUS1000207EN* **Solution Usage** 2

**Description**

How to Scan to SMB or FTP in a Mac 10.xenvironment.

**Solution**

See the attached PDF for instructions on setting up a Mac 10.x for scanning.

SPECIAL NOTE: Solution contribution by Randall Marquardt SSD/Workgroup

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**Solution ID** TAUS1000231EN* **Solution Usage** 2

**Description**

Vendor/key counter specifications and vendor-related firmware guide.

**Solution**

The attached documents list all of the functions available for the MFPs when certain Vendor modes are enabled, and list any special firmware that might be needed. This information applies to all KMBS equipment.
If a function is listed as Not supported please use the Vendor-related Firmware updates documentto see if Special firmware is available for the MFP in question.
If Special firmware is not available, please contact the SSD Hotline to submit a Product Change Request form.
Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

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**Solution ID** TAUS0800380EN* **Solution Usage** 1

**Description**

How to change volume of control panel and warning sounds.

**Solution**

Toadjust or disable the beep sound perform the following:
1. Press the Accessibility key.
2. Press the down arrow one time (to go to page 2).
3.Select the desired sound (Operation Confirmation, Successful Completion, Completed Preparation, or Caution).
4. Select NO or YES.If YES is selected,High, Medium, or Low can be chosen.
5. Press OK.

SPECIAL NOTE: Solution contribution by Mark D'Attilio, Production Print/SSD, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

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**Solution ID** TAUS0801892EN* **Solution Usage** 1

**Description**

Unable to view scanned TIFF documents.

**Solution**

CAUSE: The color setting in the scan settingsis defaulted to color.

SOLUTION: Change the default color setting from color to black or autoby performing the following:

1. Change the color setting in scan settings.
2. Select the Utility button.
3. Select User Settings.
4. Select Scan/Fax settings.

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5. Select Default Scan/Fax settings.
6. Select Current Settings.

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

**Solution ID** TAUS0902613EN* **Solution Usage** 1

**Description**
Installation Manuals for the bizhub C220/C280/C360.

**Solution**
Attached are the Installation Manuals for the bizhub C220/C280/C360 and options. Included is the manual for the:

bizhub C220/C280/C360
AU-102
AU-201H
DF-617
DK-507
EK-604/EK-605
FS-527
FS-529
JS-505
JS-603
KH-101
MK-720
PC-107
PC-207
PC-408
PK-517
SC-507
SD-509
UK-203
WT-506
WT-507
Note : To open the ZIP file WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.
To viewthe zippedPDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

**Solution ID** TAUS0902683EN* **Solution Usage** 1

**Description**
How is Integrated Equitrac© set up?

**Solution**
Integrated Equitrac© is supported in Equitrac© Office and Express, versions 4.1.0, build 3238 and higher.
These versions of Equitrac© install no differently from previous versions, however, the configuration for the OP panel to act as the page counter is different. The attached setup guidecontains theprocedures to set up Equitrac© to integrate into the MFP.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

**Solution ID** TAUS0902851EN* **Solution Usage** 1

**Description**
Multifunctional products and printers supporting bizhub vCare and/or Total Counter Notification.

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**Solution**

Download the attached document, which lists MFPs and printers compatible with vCare\CSRC (CS Remote Care) or Total Counter Notification in the engine administrator mode.

Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Rick Veale, ESS

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**Solution ID** TAUS1000062EN* **Solution Usage** 1

**Description**

Can thenumber of output booklets be increasedby removing the SD-509 catch tray?

**Solution**

Escalated to KMBT

This issue has been escalated to Konica Minolta Business Technologies in Japan.

KMBS/SSD is working with partners in support and R & D in Japan to obtain a resolution for this issue as quickly as possible. If viewing this solution via the web, please establish a ticket via either the web or by calling the contact center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when this solution is updated.

Note : For phone advisers, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

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**Solution ID** TAUS1000370EN* **Solution Usage** 1

**Description**

Scan to Sharepoint functionality provides the ability to store documents on a SharePoint server from an MFP.
In order for Scan to Sharepoint to work, the appropriate i-Option LK-101 must be installed.
The following models require i-Option LK-101:
361, 421, 501
C203, C253, C353
C451, C550, C650
The following models require i-Option LK-102 v2:
C220, C280, C360,
C452, C552, C652
In addition, certain requirements below apply.

**Solution**

There are several configuration requirements:

Only SharePoint 2007 is supported.
The SharePoint site that the MFP connects to must be configured to use Basic Authentication.
NTLM/Single Sign-On or other types of Authentication are not supported.
A browser support file is required to be added to the SharePoint server in order to be compatible with the MFP's NetFront browser.
The MFP can only print PDF files from the SharePoint server. Other file types such as Microsoft Word are not supported.
The MFP can only scan PDF, XPS andTIFF files to the SharePoint server.
The MFP's Netfront browsersupports onlythe default Microsoft-provided templates for the SharePoint site.
SharePoint site-customized templates are not supported.
The only supported SharePoint action is Documentation storage.
SharePoint actions such as creating Tasks or Announcements are not supported from the MFP.

Engineering has escalated this issue to the Engineering Center in Japan. Updated Firmware and Browser Definition Files are in the process of being released in order to provide the functionality described above.

If viewing this solution via the web, please click on "Notify me when this solution changes" for an automatic email that will be sent to you when this solution is updated.

For phone advisors, please attach to this solution for an automatic email that will be sent to the technician when this solution is updated. End the call with call code "ESC_BT.

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

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**Solution ID** TAUS0629386EN* **Solution Usage** 0

**Description**

ISO 15408 certification information.

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**Solution**

TheMFPsare certified ISO 15408 EAL Level 3. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper and Marketing Bulletin 09-GB-103.

1. ISO 15408 FAQ
2. Trusted Computing Base
3. ISO 15408-3
4. Common Criteria

Also, go to Konica Minolta's bizhub security page, http://kmbs.konicaminolta.us/content/about/bizhubsecurity.html , for more in-depth security information.
Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

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**Solution ID** TAUS0649014EN* **Solution Usage** 0

**Description**

Part number for the Konica Minolta logo 11x17 color test chart.

**Solution**

Konica Minolta logo 11x17 color test chart (p/n 4036 7941 01). Please see the attached image for reference.
SPECIAL NOTE : Solution contribution by David Aekus and Cesar Jimenez, Production Print/SSD

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**Solution ID** TAUS0800971EN* **Solution Usage** 0

**Description**

HDD Backup Utility User's Guide.

**Solution**

Main features covered:

Backing up (saving)
Restoring (recovering)
Wizard operations (program in dialog format)
Access limitations through auto protect
Encoding backup data
Please refer to the attached documentation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

---

**Solution ID** TAUS0902848EN* **Solution Usage** 0

**Description**

Macintosh® OS X version 10.6 (Snow Leopard) printer driver information.

**Solution**

Pleasesee theattached documentation concerningdetailed information on Macintosh® OS X version 10.6 drivers and supported devices. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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**Solution ID** TAUS0902605EN* **Solution Usage**

**Description**

Installation of KH-101 and FS-529.

**Solution**

The KH-101 and FS-529 can be installed on the MFP but certain precautions must be taken.

The KH-101 must be installed first.

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Once both options are installed, it will be difficult to turn the adjustment dial (tight fit).
Please refer to the attached Installation Manuals and the note concerning the KH-101/FS-529. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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**Solution ID** TAUS0902614EN* **Solution Usage**

**Description**
User Guides for the bizhub C220/C280/C360.

**Solution**
Attached are the User Guides for the bizhub C220/C280/C360 and options. Included is the:

Pocket Guide

User's Guide [Advanced Function Operations]

User's Guide [Box Operations]

Quick Guide [Copy/Print/Fax/Scan/Box Operations]

User's Guide [Copy Operations]

User's Guide [Enlarge Display Operations]

User's Guide [Fax Driver Operations]

User's Guide [Network Administrator]

User's Guide [Network Scan/Fax/Network Fax Operations]

User's Guide[Print Operations]

Trademarks/Copyrights

Using the Machine
Note : To open the ZIP file WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.
To viewthe zippedPDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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**Solution ID** TAUS0902616EN* **Solution Usage**

**Description**
Specification, configuration and installation information.

**Solution**
Please refer to the attached Specification sheet, Configuration sheet and Specifcation & Installation Guide for the bizhub C220/C280/C360. Some of the topics addressed:

Space Requirements
Environmental Considerations
Electrical Requirements
Component Considerations
Mixed Original Support
Standard Paper Tray Support
Print Controller (Standard)
Fiery® IC-412
Network Functions
Print Drivers
Print Specifications
Scanning
PageScope Software
Security
Paper Considerations
Paper Weight Conversion Chart
Recommended Paper Stocks
How to Build a bizhub C360/C280/C220 System (from start to fnish)
Accessory Options for bizhub C360/C280/C220 Full Color Printer/Copier/Scanner

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Consumable Yields
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

**Solution ID** TAUS1000052EN* **Solution Usage**

**Description**
Can't access account data using Terminal Server

**Solution**
SOLUTION:1. The computer account for the license server must be a member of the Terminal Server License Servers group in the domain. If the license server is installed on a domain controller, the Network Service account must also be a member of the Terminal Server License Servers group.

2. Because TS Licensing Manager cannot dynamically update the number of TS Per User CALs that are currently issued and available, those columns are left blank in some areas of TS Licensing Manager. Instead there is a Generate Report hyperlink that takes you to this topic. In the Report node, you can view information from reports that have been created, but that information is specific to the date and time when the report was created.

3. In Windows Server2008, you can use the TS Licensing Manager tool to create (generate) reports to track the Terminal Services Per User client access licenses (TS Per User CALs) that have been issued by a Terminal Services license server. TS Per User CAL tracking and reporting is supported only in domain-joined scenarios becausethe information about the TS Per User CAL that has been issued to a user is stored as part of the user account in Active Directory Domain Services (ADDS).

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

**Solution ID** TAUS1000068EN* **Solution Usage**

**Description**
Integrated Equitrac© for Konica Minolta supported models and firmware.

**Solution**

Konica Minolta Device

Min imum Firmware L evel

bizhub 361, 421, 501

20

bizhub 601, 751 *

18

bizhub C203, C253, C353

R5

bizhub C220, C280, C360

54

bizhub C451, C550, C650

R5

bizhub C452, C552, C652

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* Available for bizhub 601/751 by Spring 2010.
http://www.equitrac.com/devices/konicaminolta.asp

Not all card readers or card types are supported. The attached setup guidecontains theprocedures to set up Equitrac© to integrate into the MFP.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
Note : Make sure you have OpenAPI set to Allow and SSL ON .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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**Solution ID** TAUS1000152EN* **Solution Usage**

**Description**
How to enable the Proof Copy feature with Separate Scan when using a mechanical Key Counter.

**Solution**
The Key Counter mode and User Mode settings need to be set to allow this function.

In Service Mode
1. Go to Billing Setting (PressSop,9).
2. Touch Management Function Choice.
3. Touch Key Counter Only.
4. Touch Confirmation Copy.
5. Change fromBan to License.
6. Touch End.

In User Mode
1. Press the Utility key.
2. Select User Settings.
3. Select Copier Settings.
4. Select Separate Scan Output Method.
5. Change from Page Print to Batch Print.
6. Touch OK.

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

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**Solution ID** TAUS1000166EN* **Solution Usage**

**Description**
Status notification email from the machine does not include location.

**Solution**
CAUSE: Location must be enter at the machine under the HTTP server settings.

SOLUTION: Tohave the location listed on the status notification emailperform the following:

1. Enter Administrator Mode.
2. Select "Network Settings".
3. Select "HTTP server Settings".
4.Use the forward arrow to advance to screen 2.
5. Select "Printer information" button and enter the requisiteinformation.
6. Save and exit.

Location will now be listed on the email from the machine.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

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**Solution ID** TAUS1000170EN* **Solution Usage**

**Description**
What version of PDF is supported for scanning and printing?

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**Solution**

Scan-to-HDD, Scan-to-Email, Scan-to-FTP, and Scan-to-SMB support PDF version 1.4.
The controllersupportw PDF version 1.4 for the Direct Print function.

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

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**Solution ID** TAUS1000192EN* **Solution Usage**

**Description**

File names of the exported data from PageScope Web Connection (PSWC).

**Solution**

File names ofmeter count data exported from PSWC.

Meter Count
Product name_S/N_SC_date.txt

Account TrackCounter
Product name_S/N_TC_date.txt

User Counter
Product name_S/N_UC_date.txt
Abbreviation key
SC : Sales Counter (= Meter Count)
TC : stands for Account Track Counter
UC : stands for User Counter
CAUTION :Please note:
SC isNOT S ection C ounter; it is Meter Count.
TC isNOT T otal C ounter; it is stands forAccount TrackCounter.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS1000196EN* **Solution Usage**

**Description**

Unable to create or edit a one-touch destination when not logged into administrator mode.

**Solution**

Cause: " Registering and Changing Addresses" is set to "Restrict" in the Administrator Settings

Solution: To change address restriction setting please perform the following:

1. Log into Administrator Mode.
2.Select System Settings.
3. Select Restrict User.
4. Select Restrict Access To Job Settings.
5. Change "Registering and Changing Addresses" from "restrict" to "allow".
6. Exit out of "Administrator Mode".

SPECIAL NOTE: Solution contribution by Stephen Schmelcke, Workgroup/SSD

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**Solution ID** TAUS1000229EN* **Solution Usage**

**Description**

Release of version 88 firmware (G00-88).

A0ED0Y0-F000-G00-88 for bizhub C220/C280/C360
A0P00Y0-F000-G00-88 for bizhub C452/C552/C652

**Solution**

Some of the fixes common to both bizhub series MFPs are:

When receiving the print data while MFP is scanning the documents, the message "Please Power Off" is indicated on the control panel.
If you log off with pressing ID button when using User Authentication and ShareScan, the MFP will hang up.
If you display the text area that has only a few lines, the bottom scrollbar button overlays the top one.
When enabling the "SMB Direct Hosting" setting (default setting), the following symptoms mayoccurwith the specific network environment.
- Cannot print via network (LPR/RAW port). At this time, the MFP replies toPING requests.
- Cannot connect to the PageScope Web Connection. At this time, MFP replies toPING requests.
It is not possible to enter more than 1 digit of the phone number on the RightFax screen.
When using DevReqExtLogin while the MFP is in power save mode, C-FA14 code may occur.
When you print the PostScript file from Oracle, a PostScript error occurs.
This firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : Please refer to attached Release Notes for functions added, changes of machine specifications and additional fixed issues. To view a PDF, you may need to download a free copy of Adobe Reader®.

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**Solution ID** TAUS1000266EN* **Solution Usage**

**Description**

SNMPv3 default auth-password and priv-password.

**Solution**

From the factory, the default password for auth-password and priv-password is set to the MAC address of the MFP.
The MAC address must be entered in the following case sensitive format (example):
00206B630D8A
Notes :
1.In order to changethe auth-password or priv-password for SNMPv3, the current password is required. If SNMPv3is used for the first time, the default password is required.
2. If a Data Clear is performed, Security Level Setting of the SNMPv3 Setting is set to “authpassword/priv-password” and the password is set to default (MAC address). See attached Security Function documentation.
3. Pleasesee attached pages taken from the Network Administrator User's Guide as a reference. To viewa PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KM Europe (BEU)

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**Solution ID** TAUS1000279EN* **Solution Usage**

**Description**

How to set Scan to E-mail size limit.

**Solution**

To set Scan to E-mail size limit, browse the MFP then...

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Log in as Administrator.

Click NETWORK tab.

Click EMAIL SETTINGS.

Click EMAIL TX (SMTP).

Click Max Mail Size.

Select NO LIMIT.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

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**Solution ID** TAUS1000348EN* **Solution Usage**

**Description**

What would cause the machine to power up to an hour glass and the USB memory stick not to be recognized after the MFPB is replaced?

**Solution**

The machinewill power up to an hour glass and not recognize the USB memory stickif the incorrect MFPB isinstalled. The MFPB for the C360/C280 and the C220 are different and will not allow firmware to be installed if it is installed in the incorrect machine. Please use MFPB (p/n A0ED H020 02) for the C360 and the C280;the C220 uses MFPB (p/n A0ED H021 02).

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

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**Solution ID** TAUS0902727EN* **Solution Usage**

**Description**

Punched-hole originals (2 or 4 punched holes) may be torn when fed through the DF-617 in the 2-sidedmode.

**Solution**

CAUSE: Mylar guide needs to be removed.

SOLUTION:Removethe mylar (p/n A0HT 7060 00: 4pcs). Please refer to attached documentation.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Note : This mylar may only affect feeding of "A5 SEF 35g/m2". If you use "A5 SEF 35g/m2" as the original size after you peel off the mylar, a jam may occur. Size "A5 SEF 35g/m2" almost never is used in the field.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS0903104EN* **Solution Usage** 4

**Description**
FS-527, C1183 when removing copies from the main exit tray of the finisher.

**Solution**
CAUSE: In earlier FS-527 finishers, Actuator /2 is not long enough to actuate the Upper Limit sensor (PS24).

SOLUTION: Install the modified actuator (p/n A0HR 8973 00). The actuator was installed during production beginning with finisher serial number A0HRWY1016166.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

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**Solution ID** TAUS1000309EN* **Solution Usage** 0

**Description**
Envelopes are creased or wrinkeld when printing or copying.

**Solution**
CAUSE: Creasing or wrinkling is caused by excessive pressure on the envelopes due to their thickness.

SOLUTION: Install the following special firmware, which reduces pressure applied to the envelopes: ver. G14-01 (filename A0ED0Y0-0050-G14-01.exe).

Note:The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

SPECIAL NOTE: Solution contribution by Craig Blyther, ESS

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**Solution ID** TAUS0903012EN* **Solution Usage**

**Description**
Intermittently, when copying or printing, paper jams are mistakenly detected.

**Solution**
CAUSE:Firmware update required.

SOLUTION: Download and install the latest available firmware (minimum version is G00-59). The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Please refer to attached Release Notes prior to installing the firmware. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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**Solution ID** TAUS1000211EN* **Solution Usage**

**Description**
FS-529,jamming at thetransport section. Jam code 72-17 or 72-21 may be indicated.

**Solution**
CAUSE: In the Transport section, L and R armspop off the Shaft. Thispart of the transport guidedrops down blocking the paper path.

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SOLUTION:Reattach the two arms onto the shaft (p/n A0U7 PP7Y 00).TheL and R arms (p/n A0U7 PP5U 00) may need to be replaced if they are damaged.Please see attached document for parts location details. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by David Holt, SSD District Service Manager/Midwest Region

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**Solution ID** TAUS1000273EN* **Solution Usage**

**Description**

Intermittent jam code 1144when feeding from the first tray.

**Solution**

CAUSE:Failure of 1stPaper Feed assembly.

SOLUTION:Replace the1stPaper Feed assembly (p/nA0ED R731 00 for bizhub C280/C360 and p/n A0ED R732 00 forbizhub C220 ).
SPECIAL NOTE : Solution contribution by Joseph East, KMBS/Anaheim

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**Solution ID** TAUS1000379EN* **Solution Usage**

**Description**

Jamming (code 11-xx) sometimes occurs at the Vertical transport section whenthick paper fed fromTray 1.
Jamming (code 20-xx) sometimes occurs at the Vertical transport section whennormal paper isfed fromTrays 2, 3, 4 or LCC.

**Solution**

CAUSE:B urr on theedge of thepart shown in the attached file. Paper is caughton this burr andjamming occurs becausethe paper curls, skews,etc.

SOLUTION:Pleasesmooth the burrwith emery cloth or a fine file. If Holder Plate is malformed, the fuser will have to be replaced (p/n A0ED R720 00).
Note : To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS0800360EN* **Solution Usage** 5

**Description**

When inserting a scanned image as a color TIFF in Microsoft® Office applications, an error will occur after the file is selected. The application does not recognize the type of file. The same file may be viewed with Office Document Imaging.

**Solution**

CAUSE: In order to maintain a manageable scanned data file size of color images, JPEG compression format is utilized for TIFF on these models. However, JPEG compression is not supported on Microsoft® Office applications. Office is not able to open 24-bit True Color TIFF.

SOLUTION: It is recommended to use theblack and whitesetting on these models when a TIFF image is to be imported into a Microsoft® Office document.
Note :To view color TIF files,you can download a free copy of Brava!® reader.
Please be aware thatKonica Minolta does not provide any support related to this software. See attachedInstallation and User Guide for more detailed information. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Ron Reed,SME/SSD and Bill Hall/Jim Behrends, Workgroup/SSD

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**Solution ID** TAUS0901217EN* **Solution Usage** 2

**Description**

'Movie Data Ng'' message when installing Movie Data file.

**Solution**

CAUSE: HDD is not installed or is not enabled.

SOLUTION: Install HDD. After HDD is installed go to Service Mode=> System 2=> HDD=> set as "Installed"=> touch End=> exit Service Mode=> recycle power.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD and Jim Behrends, Workgroup/SSD

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**Solution ID** TAUS0901350EN* **Solution Usage** 2

**Description**

Unable to generate an i-Option license code;Failed To Add Token is displayed in LMS (License Management Server).

**Solution**

CAUSE: The i-Option token number entered into LMS for activation is intended for use ona different series.

SOLUTION: To activate i-Option on the C360 or C552 series, it is necessary to use LK-101 v2 (Item Number A0PD01A).To activate on the C353 or C550 series use LK-101 (Item Number A0PD011).

The LK-102 PDF Encryption kit (Item Number A0PD012) can be used on all models(C353/C360/C550/C552 series).

SPECIAL NOTE: Solution contribution by Ron Reed, ASG/SSD, SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

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**Solution ID** TAUS0902460EN* **Solution Usage** 2

**Description**

How to perform a Mail Merge using Microsoft® Word 2007.

**Solution**

The attached documentation outlines procedures to:

divide Mail Merge into separate jobs based on name or address
separate a file that has already been merged into Microsoft® Word 2007. In other words, you only have a Word file with all the variable data incorporated. No need to add recipients from a spreadsheet.
Notes :
1.The instructions are for both scenarios using Microsoft® Word 2007 and attached are the files used in the instructions. Please don't forget to check pages 30-31.
2. To view the DOC file, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
3. To view the XLS file, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the

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following URL; http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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**Solution ID** TAUS1000012EN* **Solution Usage** 0

**Description**

Print driver Output Method settings do not returnto the configured Default settings that were set up under Printing Preferences.

**Solution**

CAUSE:Current printer driver functionality.

SOLUTION:Special printer drivers are available that will reset the Output Method settings back to the configured Default settings after completion of print job.

Special PostScript and PCL drivers version 2.1.4.EIT1_01

SpecialPCL driver version 3.0.16.EIT1_00
The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site ( http://www.kmbs.konicaminolta.us ) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS

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**Solution ID** TAUS0801342EN* **Solution Usage**

**Description**

Acrobat PDF / Microsoft® Word mixed original sizes (8.5x11, 8.5x14) are printing on one size paper.

**Solution**

CAUSE:Incorrect setting within the driver.

SOLUTION: Check and disable PostScript Passthrough within the driver. Select File ? Print ?Properties ?Advanced Properties ?PostScript Passthrough.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD and Stu dern, ESS

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**Solution ID** TAUS0802290EN* **Solution Usage**

**Description**

When sharing the printer driver on Macintosh® OS X (version 10.x), some printer features (User Authentication, etc.) do not work on client computers.

**Solution**

CAUSE: When you share the driver on Macintosh® OS X (printer server), the client computer loads only the PPD fileof this printer (specification for Macintosh® OS X printer sharing).At this time, some features (UserAuthentication, etc.)which is provided by the PPD Plug-in do not worksince the clientMacintosh® computerdoes nothave PPD plug-in file.

SOLUTION: If you install the driver files (PPD, Plug-in)in all client Macintosh® computers with the driver installer beforehand, thisissue does not occur.
The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site ( http://www.kmbs.konicaminolta.us ) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
IMPORTANT : Theseprinter drivers (printer drivers for Macintosh® OS X)do not support the printer sharing functionfor Macintosh® OS X. Therefore,if you have anissuewith Macintosh® OS X printer sharing, Konica Minoltais not responsible tosupport it.
SPECIAL NOTE : Solution contribution by KMBT (Japan) and Mark D'Attilio, Production Print/SSD

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**Solution ID** TAUS0900228EN* **Solution Usage**

**Description**

WhyaTIFfile scanned with Color or Gray Scale cannot be opened with Wang®/Kodak®/Microsoft®Imaging for Windows.

**Solution**

The compression method used is JPEG (JFIF). Wang®/Kodak®/Microsoft® Imaging for Windows does not support it. However, 1-bit (Black and white) TIFF images can be open with the application (compression method is G4).

Notes :

1. An excellent graphic viewer is IrfanView©. IrfanView© is a very fast, small, compact and innovativefreeware (for non-commercial use) graphic viewer for Microsoft® Windows 9x/ME/NT/2000/XP/2003/Vista™. Download a free copy of IrfanView©.

Please be aware thatKonica Minolta does not provide any support related to this software.

2.Wang®/Kodak®/Microsoft® Imaging for Windows (and the related controls ImgScan.ocx, ImgAdmin.ocx, ImgEdit.ocx, and ImgThumb.ocx) is no longer included in Microsoft® Windows XP; users must now purchase a license separately. You can legally install an older version of Wang®/Kodak®/Microsoft® Imaging for Windows on Microsoft® Windows XP if you have an earlier and relevant Microsoft® Windows license.

Image viewing, editing and scanning functions are superseded by Microsoft® Windows Picture and Fax Viewer and Microsoft® Paint, both of which are based on GDI+ in Microsoft® Windows XP.

SPECIAL NOTE : Solution contribution by KMBT (Japan).

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**Solution ID** TAUS0902661EN* **Solution Usage**

**Description**

Scan to SMB is not completed and remains in sending state. The MFP must be rebooted in order to clear the sending state.

**Solution**

CAUSE:A network failure may have occured while sending the Scan to SMB, causing an incomplete scan jobthat resultedin the device remaining in the sending state.

SOLUTION:Special firmware (ver.GC1-57) is available to resolve this issue and allow the system to recover to a normal state to allow the retry of the Scan to SMB without rebooting. Thefirmware (filename = A0ED0Y0-F000-GC1-57.exe) can be downloaded f rom the Download Selector site.

Release information for the firmware is attached to this solution.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

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**Solution ID** TAUS0902725EN* **Solution Usage**

**Description**

The MFP does not recognize the AU-201 Authentication Unit (IC Card Type).

**Solution**

CAUSE: The AU-201 Installation Manual contains an errorinSection III: Setting IC card authentication, step 6.

SOLUTION: The instructions should read [Touch "Card 2"].A revisedrevised install manual and detailed instructions are attached.

If the AU-201 still is not detected, confirm that the HDD has beem formatted as directed in the attached file.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

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**Solution ID** TAUS0902764EN* **Solution Usage**

**Description**

SSL/TLS errorwhen registering a deviceas a managed device from Authentication Manager.

LK-101 version 2 (Web browser) is available.

The proxy setting is ON.

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**Solution**

CAUSE: When LK-101 version 2 (Web browser) is available and the proxy setting is ON, communication timeout occurs because switching to Authentication mode takes excessivetime.

SOLUTION:Change the timeout setting of Authentication Manager according to the following procedure.
1. Stop PageScope Enterprise Server from Admin Console.
2. Open the following setting file with text editor.
C:\Inetpub\wwwroot\PageScope EnterpriseSuite\App\Core\Data\Config.xml
3. Find the following sentence in the file.
Item Name="Core_OpenApiTimeOut" Type="string" Value="15000" /
4. Change value from '15000' to '60000'. Then save the file.
Item Name="Core_OpenApiTimeOut" Type="string" Value="60000" /
5. Start PageScope Enterprise Server from Admin Console.
6. Register a device as a managed device from Authentication Manager.
Note : In case of a device whichmay generate anerror condition, un-manage it from Authentication Manager beforehand.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS0902878EN* **Solution Usage**

**Description**

What Setup Utility used to create the Rightfax connector on this model?

**Solution**

Please use Setup Utility for Rightfax version 1.3 with this model. Setup Utility for Rightfax version 1.2 is not compatible.

Note: Please see the attached PDF for more information.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

Note: The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

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**Solution ID** TAUS0902907EN* **Solution Usage**

**Description**

How to setup SMB scanning to a Linux/Unix based CIFS shared folder.This folder can be in a discrete location or on a SAN or NAS.

**Solution**

Prerequisite:
Default Domain Server setting specified correctly (if you can do aPING confirmation successfully to the FQDN of the server, then this is correct; i.e., from the MFP do aPING confirmation to server01.mydomain.com ).
NTP Server setting: Host or TCP/IP address of the AD Serverassigned for users to logon to.
SMB Client needs to be on - and set NTLM to v1/v2.
For the SMB Share setting do this on the MFP:

Host Address - DNS Host Name of or IP address of host

File Path - path to sharename - (Specify the full SMB path to the shared folder.You do not specify the server host name in the path.)

User ID - Username

Password - Password
So here is what it should look like if the shared folder is named 'share' and is in the root:
Host Address - mycompany-dc1-san1.mydomain.com (orthe TCP/IP address)
File Path - share ( Note that it is not \share .It is just share .)
If the folder is several folders deep; i.e., data\users\share , then the File path would be: data\users\share .
IMPORTANT :The path to the shared folderis CASE-SENSITIVE in mostinstances for Linux and Unix.If the shared folder is named Shared , then the file path will be Shared , not shared .If the path is Data\Users\Share then the File Path will be Data\Users\Share , not data\users\share .
SPECIAL NOTE : Solution contribution by David Holt, District Service Manager/Midwest Region

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**Solution ID** TAUS0902962EN* **Solution Usage**

**Description**
Some PDF files won't print

**Solution**
CAUSE: Security restrictions preventing printing.

SOLUTION:

1. Open the file in question on a PC and select "File"
2. Click "Document properties"
3. Click "Security"
4. View if there are any restrictions for printing.

This feature can be viewed with all versions of Acrobat reader but can be changedwith Acrobat standard or higher.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

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**Solution ID** TAUS1000067EN* **Solution Usage**

**Description**
User Authentication to External Server (Microsoft® Windows Server 2008 AD) is set up and the Home folder is shared and configured in AD Users and Computers/User Properties/Profile tab.On the MFP Client SMB TX is setup and Scan to Home folder feature is enabled.When a user logs on, the logon to the Microsoft® Windows 2008 AD domain is successful but no Scan to Home button appears when theFax/Scan button is pressed.

**Solution**
CAUSE: On the Microsoft® Windows 2008 Server, in Active Directory Users and Computers, User Properties/General Tab, no E-mail address has been set up.

SOLUTION:Enter a valid E-mail address for the user in the E-mail address field for AD users and computers/user properties/General Tab.
SPECIAL NOTE : Solution contribution by David Holt, SSD District Service Manager/Midwest Region

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**Solution ID** TAUS1000112EN* **Solution Usage**

**Description**
When printing a Microsoft Excel booklet, the file willdivide into separate print jobs. When printing these booklets to a user box, the file may also seperate and some of the separated files will print out while others stay in the user box.

**Solution**
This is known issue with Microsoft Excel and Microsoft is aware of it. See the attached PDF document for possible workarounds to the problem.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

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**Solution ID** TAUS1000121EN* **Solution Usage**

**Description**
When scanning to eCopy v4.3, the Scanstation displays scanning complete with no image.

**Solution**
CAUSE: Incorrect TWAIN driver installed.

SOLUTION: Use TWAIN driver version 3.1.2.22. See attached executable for correct TWAIN driver.

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Note: Firmware version should be version 59.
Note: The latest version firmware or system software is available via the Konica Minolta Download Selector.
Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

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**Solution ID** TAUS1000150EN* **Solution Usage**

**Description**

After doing an LDAP search you are unable to save the results to a one touch button. Additionally, the "Store Address" button will be missing from the LDAP searchresults screen. You might also lose the ability to create a one touch button all together.

**Solution**

Thereis a security setting named "Registering and Changing Addresses" thatis set to "Restrict" which is prohibiting users from creating one touch buttons. This setting needs to be set to "Allow".The steps to accomplish this are as follows:

1. Log into the Machine through a web browser.
2. Log in as administrator.
3. Select either the "Security" tab or the "Scan" tab. (This will differ depending on the model you're servicing.)

Note: For further details, please see the attached PDF files for screen shots.
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

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**Solution ID** TAUS1000190EN* **Solution Usage**

**Description**

When installing I-Option LK-105 the machine is indicating “failed to enable”

**Solution**

CAUSE:

The OCR dictionary has not been loaded on the MFP.

SOLUTION:
Install the OCR dictionary using the following procedure:

12.9.22 Install Data
A. Use
• To install OCR dictionary data into The HDD via USB memory

B. Procedure

1. Save data (*.tar) into the root directory of a USB memory.
2. Connect the USB memory device to the machine USB.
3. Select the keys as follows:
[System 2] ? [touch right arrow key] ? [Install Data].
4. Touch [OCR Dictionary].
5. Touch [Set].
6. Press the Start key to install the data.
7. Check result “OK” is displayed and touch [END].

8. Power cycle the main power switch.

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

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**Solution ID** TAUS1000221EN* **Solution Usage**

**Description**

WhenSSL (ON) is enabled, the TWAIN driver tries to connect and it takes approximately 15 seconds.
Reproduction Procedure
1. Register the Public/Personal BOX.
2. Save PDF datato Public/Personal BOX.
3. StartPageScope Web Connection(PSWC).
4. Register a device certificate.
5. RegisterSSL settings"ON" from the MFP.
6. StartAdobe Reader®.
7. File ? CreatePDF ? From Scanner ? Connect.

**Solution**

CAUSE: WhenSSL is enabled, theTWAIN driver tries to connect to a non-SSL port (port 59158) 3 times. After that, the TWAIN driver tries to connect to SSL port 59159. Therefore, it takes about 15 seconds to finally connect.

SOLUTION: Edit theINI file to change the network timeout value.
CAUTION : Before you change the INI file, please make a backup copy in case you encounter any problems after editing it. This will allow you toreplace the INI file with the original.
1.Open the INI file using a text editor such as Notepad.

File path: %SystemRoot%\twain_32\KONICA MINOLTA\HDD_V3
Note : "%SystemRoot%" indicates the directory in which Microsoft® Windows system isinstalled.

File name: kmtw3H.ini
2.Add [Network] section and "NetTimeout" key as shown below if they do not appear in the INI file. If this section and key exist in the file, modify the network timeout value.
[Network]
NetTimeout = 500
Note : NetTimeout value is specified in milliseconds. In the above example, the timeout value is 0.5 second (1 second = 1000)

If you sometimesare unable toconnect to the SSL port, please change the NetTimeout value.
3.Save INI file.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS1000285EN* **Solution Usage**

**Description**

A web error is displayed when trying to log in as administrator with a browser after downgrading firmware from version 88 to 59.

**Solution**

CAUSE: Incorrect hex settings.

SOLUTION: When downgrading firmware from version 88 to 59, the soft switch 25 must be reset to20 hex to 10 hex. If this is not performed thebrowser will return a page error when logging in as administrator.
SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

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**Solution ID** TAUS1000295EN* **Solution Usage**

**Description**

Which MFPs managed by PageScope Authentication Manager (PSES) 1.3.x support Scan to Me and/or Scan to Home?

**Solution**

PSES Authentication Manager Version 1.3.x supports Scan-to-Home and Scan-to-HOme as shown in the following table.

Supported

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Not Supported

Scan-to-Home

C220 / C280 / C360
C452 / C552 / C652

361 / 421 / 501
C203 / C253 / C353
C451 / C550 / C650

Scan-to-Me

C220 / C280 / C360
C452 / C552 / C652

361 / 421 / 501
C203 / C253 / C353
C451 / C550 / C650

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

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**Solution ID** TAUS1000401EN* **Solution Usage**

**Description**

When attempting to load Voice Data, Movie Data, or OCR Dictionary the following message is displayed:
"Error. This invalid External Memory. Please make sure the External Memory."

**Solution**

CAUSE: The USB flash (thumb) drive was inserted into the USB service port before the machine was powered on.

SOLUTION: Turn off the main power and remove the USB flash drive.Power on the machine and enter the service mode. Select "System 2", then press the arrow to navigate to page 2 and select "Install Data". Select the type of file that is to be loaded (Voice Data, Movie Data, or OCR Dictionary) then select "Set". The start button should turn blue. Press the Start button to load the file.

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

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**Solution ID** TAUS1000424EN* **Solution Usage**

**Description**

In certain cases, the i-Option function may no longer be available on the MFP. This may occur after firmware has been upgraded.

**Solution**

CAUSE: The i-Option installation needs to be repaired.

SOLUTION: Follow these steps to correct the situation.
1. Perform the "Repair" and "Deactivation" procedures. If these do not resolve the issue, proceed to the next steps.
2. Contact SSD support to obtain an “Initialization Code”. It will be necessary to provide the MFP serial number and “Request Code“.
3. Perform the “Initialization” procedure on the MFP with this “Initialization” code. Then cycle power off/on.
4. From the MFP, launch PageScope Web Connection and go to Administrator Mode -> License Settings -> Install License. (An Internet Connection is required.)
5.Re-activate the License Code on the MFP by entering the original "Token" number.

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

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**Solution ID** TAUS0701329EN* **Solution Usage** 18

**Description**

No Konica Minolta logo at power up ("Planets" only), Configuration Page header is printing as Generic andp rinter driverfails when trying to acquire the device information.

**Solution**

CAUSE: Incorrect settings.

SOLUTION: To change the Configuration Page header to Konica Minolta bizhub, please perform the following:
1.Access the Service Mode.
2. Select System 2.
3. Select Software Switch Setting.
4. Enter Switch No. "10".
5. Bin Assignment "00000000".
6. Hex Assignment "02".
7. Click on Fix.
8. Click on End.
9.Power theMFP OFF/ON.
10. Print another Configuration Page.Page Header should now be changed to Konica Minolta.

Note :Header Information:
Generic 20C-4= C203
Generic 22C-1 = C220
Generic 25C-1 = C250
Generic 25C-4= C253
Generic 28C-1 = C280
Generic 35C-3= C352
Generic 35C-4= C353
Generic 36C-1 = C360
Generic 35C-1= C450
Generic 45C-2= C451
Generic 45C-1= C550
Generic 50C-1= C650

To change the Configuration Page header to Konica Minolta bizhub (for Printer-only models), perform the following:

1. Press the Menu/Select key.
2. Press the down arrow key 4 times to select “Tech. Rep. Mode”.
3. Press the right arrow key. Enter the Tech. Rep. Mode password 9, 2, 7, 2, 9, 2, 7, 2.
4. Press the Menu/Select key.
5. Press the down arrow key 16 times. “Software SW” will appear.
6. Press the right arrow key. “Switch No.” and “1” will appear.
7. Press the Menu/Select key. “1” will start blinking.
8. Press the up key and change this number to “10”. When pressing “Menu/Select” key, the above settings will be saved and the display will show “Bin Assignment” and “00000000”.
9. Press the down arrow key and the display will change to “HEX Assignment” and “00”. Then press the down Menu/Select key. The “00” will blink.
10. Press the right arrow key and the 1st digit will blink. Change setting to “02”.
11. Press the Menu/Select key to fix the value. The display will change to “Software SW”.
12. Cycle the main power switch OFF/ON.

Note :Header Information:
Generic 25C-1P= C250P
Generic 35C-1P= C450P
Generic 35C-3P= C352P
Generic 35C-4P= C353P

Please see the attachment for the visual symptom. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Jim Behrends, Worgroup/SSD and Greg Lantowski/Ian Lynch/Mark D'Attilio/Cesar Jimenez, Production Print/SSD, SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

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**Solution ID** TAUS0902515EN* **Solution Usage** 6

**Description**

FK-502, LDAP search results default to fax numbers instead of E-mail addresses.

**Solution**

CAUSE:Firmware update required.

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SOLUTION: Install Specialfirmware version GC3-57.After installing the firmware, to activate thedesired default:

DIPSW No.48 0x00 : The fax number is displayed as default when the fax is installed (default). The E-mail address is displayed as default when the fax is not installed.

DIPSW No.48 0x08 : The E-mail address is always displayed as default.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

| | |
|---|---|
| Model | |
| Program Name | |
| Current Ver. | |
| New Ver. | |
| Program File Name | |
| Checksum | |
| Note | |
| bizhub C652/C552/C452 | |
| MFP Firmware | |
| G00-57 | |
| GC3-57 | |
| A0P00Y0-F000-GC3-57.EXE | |
| 8c51 | |
| - | |

| | |
|---|---|
| Model | |
| Program Name | |
| Current Ver. | |
| New Ver. | |
| Program File Name | |
| Checksum | |
| Note | |
| bizhub C360/C280/C220 | |
| MFP Firmware | |
| G00-57 | |
| GC3-57 | |
| A0ED0Y0-F000-GC3-57.EXE | |

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cd0f

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SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

**Solution ID** TAUS0801763EN* **Solution Usage** 5

**Description**

Unable to copy/print on OHP (transparencies) in full color.

**Solution**

CAUSE: Product limitation. Color reproductionquality on transparencies used for projector screening normally is nottotarget specification.However,there areworkarounds that may work.

SOLUTION:The following workarounds have been provided for this issue.
IMPORTANT : Please remember to informusersaccknowledge the color reproduction limitation before proceeding with the following settings. Konica Minolta does not “officially” support copying/printing of color transparencies.
bizhub C650/C550/C451
1. Ensure that the firmware is at version 6B or later.
2. Make the following change in Service Mode.

Service Mode=> System 2 => Software SW

SW No.: 59

HEX setting: 01 (press FIX)
3. After setting switch 59press the following key sequence:

End=> Reset => Security Screen: Stop => 0 => Clear.

Push [Engine FW DipSW] => Push [1] =>End => Back to Service Mode => Back to Normal Mode/Screen

Turn the Main SW OFF/ON (wait a few seconds between turning the MFP OFF/ and then back ON).
Note : Service mode fusing temperature also needs to bechanged: about -20 degrees C.
4. Select Paper Type [Thick4] on theMFP panel or the print driver.

Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).

There is no OHP Intersheet Support.

When the switch is just turned on in the morning, the Color OHP output quality may be at optimum levels.

Be sure to select [Thick4] and not [OHP].

Output will be counted under [Thick4].
bizhub C353/C253/C203
Official color transparency supportIS available for the bizhub C353/C253/C203 series provided the following conditions are met:
1. The firmware version must be version 62 or later.
2. Select Paper Type [Thick4] on theMFP panel or from the printer driver.
Notes :
a. Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).
b. OHP Interleave sheet is NOT supported. Although Konica Minolta supports OHP printing/copying utilizing this “workaround”, Konica Minolta does not guarantee the image quality on the OHP to be equivalent to the image quality of other paper types and media.
c. Please refer to attached Marketing Bulletin #08-GB-051. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

bizhub C220/C280/C360

Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).

Select Paper Type [Thick1] on theMFP panel or the print driver.
bizhub C452/C552/C652
Forminimum firmware version 26 :

Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).

Select Paper Type [Thick4] on theMFP panel or the print driver.

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For firmware version 24 or earlier :

Recommended OHP Paper: CG3700 by 3M™ (Item #7640000420).

Select Paper Type [Thick4] on theMFP panel or the print driver.Please ensure that the following iscompleted first.
1. Set the software switch.

Service Mode=> System 2 => Software SW

SW No.: 59

HEX setting: 01 (press FIX)
2. Set the Security mode.

Security mode => Engine FW DipSW

Select [1]
3. Turn the Main SW OFF/ON (wait a few seconds between turning the MFP OFF/ and then back ON).
SPECIAL NOTE : Solution contribution by Craig Blyther/Rich Raynor, ESS;Cesar Jimenez, Production Print/SSD and KMBT (Japan)

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**Solution ID** TAUS0902555EN* **Solution Usage** 3

**Description**

The HTTP Communication protocol is newly supported for bizhub vCare.
Major advantages of HTTP communication include the ease of configuration and the utilization ofthe widely accepted HTTP protocol.
MFPs registered in the vCare system as of 9/15 are to be configured via the new vCare HTTP protocol.

All supported MFPs will be configured for one-way HTTP communication:

•bizhub C220, C280, C360
•bizhub C452, C552, C652, C552DS, C652DS
•bizhub PRO 950
•bizhub PRO 1200, 1200P, 1051
•bizhub PRO C5500, C5501, C6500, C6501

**Solution**

Setup instructions for vCare HTTP can be downloaded from http://www.mykonicaminolta.com . Navigate to Products " Product Reference Materials. Select Application Solutions " bizhub vCare " Manuals " Installation Manuals. Choose the vCare HTTP setup instructions from the list of documents presented.

For assistance configuring MFPs for HTTP communication,call the SSD Hotline at 800-825-5664.

The attached “vCare HTTP Guides ver 1.5.zip” contains the vCare HTTP Setup Instructions for the currently supported models.

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

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**Solution ID** TAUS0900426EN* **Solution Usage** 1

**Description**

JPEG button is missing under Scan Settings after enabling Vendor2 mode on engine.

**Solution**

CAUSE:Incorrect DIPswitch setting for this workflow.

SOLUTION: Change DIPSW31 to a Hex value of 01. To do so,follow these steps:
1.Access Tech Rep Mode ( Utility/Counter ? Meter Count ? Check Details ? Stop ? 00 ? Stop ? 01 ).
2.Click on System2 .
3.Press Software Switch Setting .
4.Press Switch No. and enter 31 .
5.Press Hex Assignment .
6.Press ? (right arrow) and enter 1 for the hex value.

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7.Press the Fix button.
SPECIAL NOTE : Solution contribution by Rick Veale, ESS and Jim Behrends, Workgroup/SSD

**Solution ID** TAUS0902882EN* **Solution Usage** 1

**Description**

The following functions of System Box do not work correctly.

Printing jobs stored in ID & Print box
When conducting ID & Print onUser Authentication (MFP)or Relay Authentication, print job can not be printed out although print job is stored in ID & Print box.

Sending a Fax job stored in Re-Transmission box.
When Re-Transmission setting is ON, a Fax job is stored in Re-Transmission box, if re-transmission of specified number is failed such as a communication fax error. When selecting a Fax job stored in Re-Transmission box from the display panel, the fax job will not appear as a thumbnail.

Confirmation polling TX jobs stored in Bulletin Board box
Polling TX jobs which have been stored in the Bulletin Board box can not be shown because correct password is rejected by discord of encryption key.
But the jobs will be sent to another fax machine by polling TX.

Confirmation documents stored in the Compulsory MEMORY RX User Box.
Documents which have been stored in the Compulsory MEMORY RX User Box can not be shown on Panel, PageScope Box Operator or PageScope Web Connection.

**Solution**

CAUSE: This issue occurs because of a bug in the following firmware versions.

bizhub C652/C552/C452:version 58 and earlier

bizhub C360/C280/C220:version 58 and earlier

SOLUTION: Update the firmware to version G00-59 or later.The latest version firmwareisavailable via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
IMPORTANT :After upgrading the firmware, please perform initialization of AES (encryption key of system box) according to the following procedure.
1. Hold down the "Utility/Counter" key and then turn ON the main switch and sub power switch.
2. After the following screen is displayed, touch "AES" key.

3. After "OK" is displayed on the "AES" key, turn OFF/ON the main switch.
Note : Please refer to attached Release Notes prior to installing the firmware. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan)

**Solution ID** TAUS0903078EN* **Solution Usage** 1

**Description**

When User Authentication to the MFP is set up and a user is registered, an E-mail address must be entered or just the @ sign in the E-mail address field otherwise the user will not be able to logon to the MFP. No SMTP or POP3 E-mail has been set up. All SMTP fields are "grayed out" on the MFP in Administrator mode, so no E-mail service is configured.

**Solution**

CAUSE: SMTP Authentication has been enabled.

SOLUTION: In PageScope Web Connection (PSWC) under E-Mail TX (SMTP) you will see that the box for SMTP Authentication is checked and an E-mail address has been entered. Uncheck the box and you will notbe requiredto enter an E-mail address or the @ symbol in the E-mail field of registered users in order for them to authenticate (logon) to the MFP. Alternately, you can go into Administrator Mode => Network => E-Mail Settings => E-Mail TX (SMTP) => Screen 6 of 6 and, at screen 6 of 6, enable it and then select Detail. There, disable SMTP Authentication then return to Screen 6 of 6.
SPECIAL NOTE : Solution contribution by David Holt, SSD District Service Manager/Midwest Region

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**Solution ID** TAUS1000172EN* **Solution Usage** 1

**Description**

Jamming while making copies with Equitrac© or other external copy device.

**Solution**

CAUSE: Incorrect DIPswitch setting.

SOLUTION: Change DIPSW35 to a Hex value of 05. To do so, use these steps:
1. Access Tech Rep Mode ( Utility/Counter ? Meter Count ? Check Details ? Stop ? 00 ? Stop ? 01 ).
2. Click on System2 .
3. Press Software Switch Setting .
4. Press Switch No. and enter 35 .
5. Press Hex Assignment .
6. Press ? (right arrow) and enter 5 for the hex value.
7. Press the Fix button.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

**Solution ID** TAUS1000176EN* **Solution Usage** 1

**Description**

C5501shortly after power up or during operation.

**Solution**

CAUSE: Irregular voltage from the power supply. Firmware update is required.

SOLUTION: Installfirmware version G12-01. The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

IMPORTANT : This firmware eliminates the detection of a DCPU abnormality (C5501)If the fusing heater control does not detectan abnormalpower supply frequency,a fusing temperature errormalfunction codemight be generated. (C37xx, C38xx or C39xx)

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

**Solution ID** TAUS0902412EN* **Solution Usage**

**Description**

When powering ON for the first time afterinstalling the USB expansion module (EK-604/EK-605),the MFP fails to start. A clicking sound is heard briefly (2 clicks).

**Solution**

CAUSE: The socket pins of PJ05 (especially Pin 1 - 5V DC) are touching the metal frame and so the5V DC line is shorted to ground. Theangle of metal frame is bentdownward.
It is suspected that a relay on the DCPU is making the two "clicking" sounds (ON/OFF?) whenpoweringON with the main switch. Time between both "clicks"approximately one second.

SOLUTION:In August production, contactbetween the tip of PJ05 (Pin 1, Pin 2) and the framehas been eliminated and theUSB connectionis verified asworkingnormallywith the EK-605 board.
In September productiona mylar sheet is supplied on the entire metal frame under the PWB.
On current MFPs, when the problem occurs, please correct the angle of the metal frame.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

**Solution ID** TAUS0902443EN* **Solution Usage**

**Description**

When scanning to PDF or Compact PDF, PDFs are corrupted. Errors may occur when opening the resulting files, either shortly after installation orsome time later.

**Solution**

CAUSE: Updated firmware is required. This behavior is related to firmware version 50.

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SOLUTION: Upgrade the firmware to version 54 in any machine running an earlier version. The upgrade should be done at setup or the next service call, whichever occurs first.
The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : Please refer to attached Bulletin Number 7102. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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**Solution ID** TAUS0902588EN* **Solution Usage**

**Description**

The machine indicates the video data is missing and the amber light on the scanner is flashing.

**Solution**

CAUSE: The video data is missing from the HDD. This is usually caused by formatting the HDD but can also occur by replacing the HDD. This is a new feature on these models which provides a video to help the customer perform various functions on the machine.

SOLUTION: Reload the video data after downloading it from the download selector for the appropriate model. Once the data is loaded on a USB drive, install the USB drive to the firmware port on the machine. Enter the service mode and select system 2. Using the arrow at the top of the page, scroll to the second page and select install data. Select video and press the print key. The video data will then be installed to the HDD and correct the problem.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

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**Solution ID** TAUS0902590EN* **Solution Usage**

**Description**

After replacing the drum units or developer units, the life counter is not cleared.

**Solution**

CAUSE: The new release disable mode has been activated. This mode is used for troubleshooting purposes only and temporarily disables the detection of new drums or developer units.

SOLUTION: Open the front door, enter the service mode, select enhanced security then engine fw dipswitches. Touch key number 3 to change it from a highlighted state to a non highlighted state. Close the front door and reboot the machine. The machine will now detect a new unit has been installed and reset the life counter.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

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**Solution ID** TAUS0902674EN* **Solution Usage**

**Description**

Code CC180 at power ON.

**Solution**

PROBABLE CAUSES:
1.Lack of the device driver when enabling the AU-201H in the Billingmode. TheMFP does not recognize the AU-201 at startup.
Install the loadable device driver for the AU-201H andfollowthe attached installation instructions.To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

bizhub C280/C360 only (Fiery® IC-412 not recognized at power up)
2. Incorrect switch settings on the MFPB board in the main body when installing the video interface board (VI-505).
Place switches 1 and 2 on the MFPB board the up position. Refer to step 9 on page 4 of the attached VI-505/IC-412 Installation Manual.

3. VI-505 relay board is not seated properly or has failed.
Reseat or replace VI-505 relay board (Item #A0YEWY2 - Interface Kit for IC-412).
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS and Jim DiSarro/Jim Behrends, Workgroup/SSD

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**Solution ID** TAUS0902675EN* **Solution Usage**

**Description**

The CSRC (CS Remote Care) Initial Transmission button is missing after configuring the engine for simplex HTTP or E-mail (one-way) communication.

**Solution**

CAUSE: The engine serial number entered in Service Mode isshorter than 13 digits.

SOLUTION: To enter the correct serial number and confirm the HTTP or EMAIL settings, perform the following:

1.Open the right-hand cover (housing the duplex unit and bypass tray). The serial number is located on white sticker with barcode.
2.Close the cover.
3.Enter Service Mode by pressing [Utility/Counter], [Meter Count], [Job Details], [Stop], [00], [Stop],[00].
4. Press [System1].
5.Press [Printer]; thenenter the correct serial number.
6.Power the sub switch and the main switch OFF/ON.
7. Enter Service Mode.
8. Press [CS Remote Care].
9.Press [ID CODE].
10.Enter a7 digit code.
11.Enter the [ID CODE] again.
12.Press [Detail Setting].
13.Press [Basic Setting].
14.Press the[Initial Transmission] button.
15.Verify that the HTTP URL or vCare/CSRC Email address is listed under Device ID.
16.Press [Initial Transmission] in the bottom right hand corner to have the engine send the vCare/CSRC Setup request.

SPECIAL NOTE: Solution contribution by Rick Veale, ESS

**Solution ID** TAUS0902731EN* **Solution Usage**

**Description**

Job Reservationnot available with Vendor 2 enabled. Cannotscan the next job until previous printing is complete.

**Solution**

CAUSE: This is specification for the machine.

SOLUTION: The modification necessary for this change is too extensive. No product change requests will be accepted.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

**Solution ID** TAUS0902896EN* **Solution Usage**

**Description**

When turning ON the main switch of the MFP, the MFP may not connect to the network. This happens when the MFP'sIP address is not recognized, causing a conflict with another IP address on the network.

**Solution**

CAUSE: This is caused by a firmware bug.

SOLUTION: Special firmware(GC6-57 GCB-57 A0ED0Y0-F000-GCB-57.exe) is available to resolve this situation.

Note:The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

SPECIAL NOTE: Solution contribution by Craig Blyther, ESS

**Solution ID** TAUS0902906EN* **Solution Usage**

**Description**

The lock function of the cassette tray (1st and 2nd) might not work.

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**Solution**

CAUSE: Lock lever(s) binding.

SOLUTION: Clean the lock lever(s)with alcohol. If still binding,reset the lock spring balance. Please refer to attached documentation for details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS0902979EN* **Solution Usage**

**Description**

FK-502, the data light keeps flashing orthe operation panel is not responsivewhen sending or receiving faxes.

**Solution**

CAUSE:This is caused by early firmware or mismatched firmware versions.

SOLUTION:Download and install the latest available firmware(minimum version is G00-59). The latest firmware is available for download via the Konica Minolta Download Selector.

1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

Notes :

a. Reports for this issue have the optional fax unit installed.

b.The problem can be intermittent and may not show in the job history.

SPECIAL NOTE : Solution contribution by Stu Dern, ESS

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**Solution ID** TAUS0903011EN* **Solution Usage**

**Description**

C-5601 when printing a solid red image (R color 255 steps).

**Solution**

CAUSE:Firmware update required.

SOLUTION: Download and install the latest available firmware (minimum version is G00-59). The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Please refer to attached Release Notes prior to installing the firmware. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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**Solution ID** TAUS0903112EN* **Solution Usage**

**Description**

Blank screen. The power light is on and the start button is amber.

**Solution**

CAUSE: NVRAM is not secure.

SOLUTION: Re-seat the NVRAM.

Special note: Solution David McCoy of Komax Business Systems.

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**Solution ID** TAUS0903116EN* **Solution Usage**

**Description**

C-C152 code at machine power up after installing firmware.

**Solution**

CAUSE: Scanner ROM sequence error during thecontents check.

SOLUTION: Reflash scanner firmware and if the issue persists, replace the REYB/SCAN PWB I/F (p/n A0ED H01A 01).

Note: The latest version firmware or system software is available via the Konica Minolta Download Selector.
Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

**Solution ID** TAUS1000187EN* **Solution Usage**

**Description**

Front door open message might still be indicated even if the front door isclosed.

**Solution**

CAUSE: Torsion Coil spring (p/n A0ED 1367 00) at front door switch (MS1) is misshaped. The lever of the front door goes into the space shown in attached document preventingthe lever of the front doorfromcontacting MS1.

SOLUTION: Replace Torsion Coil Springwith themodified one (p/n A0ED 1367 01).
Note : Please be aware that this part may not be readily available as this is a recently released modification.In the interim, replace the spring with the current style. Please see attached Parts Manual page as a reference. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

**Solution ID** TAUS1000213EN* **Solution Usage**

**Description**

Installation of OpenAPI application may fail after installing firmware version G00-88 or later.

**Solution**

CAUSE: Region Code not set.

SOLUTION: When installing the OpenAPI application, please perform the Region Code setting procedure as shown in the attached documentation. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

**Solution ID** TAUS1000259EN* **Solution Usage**

**Description**

Open section indication shown for the Saddle stitcher SD-509.

**Solution**

CAUSE: Open or loose connection on the SDCB.

SOLUTION: Reseat all the connections on the SDCB. If the problem persists, replace the SDCB (p/n A10D H100 03).

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

**Solution ID** TAUS1000296EN* **Solution Usage**

**Description**

Error message "The connection to the authentication device could not be verified" when using the AU-102.

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**Solution**

CAUSE:This is a bug in Early firmware.

SOLUTION:Installspecial firmwareto address this issue.

| Version | Filename |
|---|---|
| C220/C280/C360 | |
| GC2-88 | |
| | A0ED0Y0-F000-GC2-88.exe |
| C452/C552/C652 | |
| GC2-88 | |
| | A0P00Y0-F000-GC2-88.exe |

The firmwarehas a function thatdetects the error and applies the countermeasure,allowing the AU-102 to perform initialization and automatic recovery without displaying the error.

Note:The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

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**Solution ID** TAUS1000362EN* **Solution Usage**

**Description**

If a job is sent to the MFP while receiving a Fax job when using PSES + AU-201, the following symptoms may occur.

The data indicator keeps blinking and the job is not printed.
"Connecting to Server" message on the control paneleven if users hold the card over the AU-201.
The panelshuts off.

**Solution**

CAUSE: Firmware update is required.

SOLUTION: Please update the MFP with Special firmware version GC9-59. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

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**Solution ID** TAUS1000377EN* **Solution Usage**

**Description**

When attempting to flash the machine firmware "NG" is displayed for the MFP controller and/or other components.

**Solution**

CAUSE: There are multiple firmware files in the root directory of the USB thumb drive.

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SOLUTION: Delete any other files ending in the ".tar" extension.Only one firmwarefile can be in the root of the USB thumb drive when flashing the machine.

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

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**Solution ID** TAUS1000396EN* **Solution Usage**

**Description**

FalseC2551, C2553, C2555 or C2557thoughenough toner remainsin the toner bottle.

**Solution**

CAUSE: The Toner Near Empty switch (RSx)may be faulty.There is one switchper color toner cartridge.

Toner near empty switch/Y (RS4)

Toner near empty switch/M (RS5)

Toner near empty switch/C (RS6)

Toner near empty switch/K (RS7)
Note : Please see attached document as a reference. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SOLUTION: Please replace the suspect switch (p/n 9334 2710 11) or Sub Hopper assembly (p/n A0ED R711 00 for bizhub C360 and p/n A0ED R714 00 for bizhub C280/C220 ).
Note : This issue isunder investigation. Whennew informationis available, this information will be updated.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

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